



Opioid Overutilization Prevention and Opioid Use Disorder Treatment Programs for UnitedHealthcare Community Plans of Virginia

Quick Reference Guide

In response to the U.S. opioid epidemic, we've developed programs to help our members receive the care and treatment they need in safe and effective ways. We've based our measures on the Centers for Disease Control and Prevention's (CDC) opioid treatment guidelines to help prevent overuse of short-acting and long-acting opioid medications. Please use this quick reference guide for information on what we offer.

Concurrent Drug Utilization Review (cDUR) Programs

The cDUR program uses the pharmacy claims processing system to screen all prescriptions at the point-of-service and checks for possible inappropriate drug prescribing and utilization, as well as potentially dangerous medical implications or drug interactions. The program includes communication to the dispensing pharmacy at point-of-service through claims edits and messaging to the dispensing pharmacy at point-of-service. The pharmacist will need to address the clinical situation at the point-of-sale before entering appropriate NCPDP codes to receive an approved claim, unless otherwise stated below.

THERDOSE Acetaminophen	<ul style="list-style-type: none"> ● Combination opioids plus acetaminophen (APAP) limit ● Prevents doses of APAP greater than 4 grams per day
Duplicate Therapy – Short-Acting Opioids (SAOs)	<ul style="list-style-type: none"> ● Alerts to concurrent use of multiple SAOs
Duplicate Therapy – Long-Acting Opioids (LAOs)	<ul style="list-style-type: none"> ● Alerts to concurrent use of multiple LAOs
Drug-Drug Interaction – Opioids and Benzodiazepines	<ul style="list-style-type: none"> ● Point-of-sale alert for concurrent use of opioids and benzodiazepines
Drug-Drug Interaction – Opioids and Carisoprodol	<ul style="list-style-type: none"> ● Point-of-sale alert for concurrent use of opioids and carisoprodol
Drug-Drug Interaction – Opioids and Medication-Assisted Treatment (MAT)	<ul style="list-style-type: none"> ● Point-of-sale alert for concurrent use of opioids and MAT drugs
Drug-Inferred Health State – Opioids and Prenatal Vitamins and Medications used in Pregnancy	<ul style="list-style-type: none"> ● Enhanced point-of-sale alert for concurrent use of opioids and prenatal vitamins and for concurrent use of opioids and medications used in pregnancy (e.g., doxylamine/pyridoxine) ● This custom message does not require the pharmacist to enter appropriate NCPDP codes to receive an approved claim.

Retrospective Drug Utilization Review (rDUR) Programs

The rDUR program analyzes claims on a monthly basis and sends communications to prescribers.

Narcotic DUR Program	<ul style="list-style-type: none"> ● Monthly identification of members who are getting multiple opioid prescriptions from multiple prescribers and/or filling at multiple pharmacies. ● Also identifies members with chronic early refill attempts, overlapping LAOs, high daily doses of opioids, large quantities of units being filled, overlapping opioid and MAT medications and concurrent use with a benzodiazepine or an antipsychotic medication with an opioid ● Patient-specific information sent to all prescribers with medication fill history for the last 3 months.
Patient Utilization Management and Safety (PUMS) Program	<ul style="list-style-type: none"> ● The PUMS program is composed of utilization management and care coordination to ensure appropriate and safe health care through a lock-in program and case management. ● Pharmacy lock-in program that includes filling of opioids by multiple prescribers at multiple pharmacies as an inclusion criterion for the program ● Members chosen for the program are locked into one pharmacy for all of their medications for a period of 1 year. ● Case management includes referrals for assessment, member engagement and monitoring to ensure appropriate and safe use of medication and services

Utilization Management (UM) Programs

UM programs promote appropriate use, help reduce costs and ultimately help to improve health status of members.

Cumulative 90 Morphine Milligram Equivalent (MME) Limit	<ul style="list-style-type: none"> ● Point-of-sale dosage limit for all opioid products up to 90 MME ● Prevents cumulative opioid doses above the preset threshold from processing ● Prior authorization required for doses above the preset threshold
LAO Prior Authorization	<ul style="list-style-type: none"> ● Prior authorization requires: ● Proper diagnosis, PDMP check and a naloxone prescription for high-risk patients. For chronic pain, a urine drug screen or serum drug level
Short-Acting Supply Limit	<ul style="list-style-type: none"> ● Point-of-sale limits include maximum of a 7-day supply per fill and must not exceed 14-cumulative-day supply in the last 60 days. ● Prior authorization required to exceed these quantities
Cough and Cold Products Containing Opioid Components	<ul style="list-style-type: none"> ● Prior authorization required for those under age 18
Transmucosal Fentanyl Product Prior Authorization	<ul style="list-style-type: none"> ● Prior authorization requires: ● Documentation of pain due to cancer and prescriber must be enrolled in Risk Evaluation and Mitigation (REM) program
Overdose Prevention (naloxone)	<ul style="list-style-type: none"> ● No prior authorization is required
Evidence-Based Prescribing Programs	
Focuses on outreach to prescribers identified as outliers	
Fraud/Waste/Abuse Evaluation	<ul style="list-style-type: none"> ● Retrospective controlled substance claims analysis ● Identifies outlier opioid prescribers
Peer Comparison Reporting	<ul style="list-style-type: none"> ● Identification of and outreach to outlier opioid prescribers compared to peers within like specialties
Miscellaneous	
Substance Use Disorder Helpline	<ul style="list-style-type: none"> ● 24/7 helpline: 855-780-5955. For members or caregivers, staffed by licensed behavioral health providers ● Reference: liveandworkwell.com
Miscellaneous – Drug Enforcement Agency (DEA) License Edit	<ul style="list-style-type: none"> ● Verifies DEA is active and matches scheduled medication in the claim
Miscellaneous – Refill-Too-Soon Threshold	<ul style="list-style-type: none"> ● Increases the refill-too-soon threshold to 90% on opioids and other controlled substances CII-V
Abbreviations	
APAP Acetaminophen	PUMS Patient Utilization Management and Safety (PUMS)
CDC Centers for Disease Control and Prevention	MME Morphine Milligram Equivalent
cDUR Concurrent Drug Utilization Review	PA Prior Authorization
DEA Drug Enforcement Agency	rDUR Retrospective Drug Utilization Review
LAOs Long-Acting Opioids	SAOs Short-Acting Opioids
MAT Medication-Assisted Treatment	UM Utilization Management

We're Here to Help

For more information, please call Provider Services at 888-362-3368.

How to Submit Prior Authorizations

- **Online:** Use the Prior Authorization and Notification tool in Link. For more information, go to UHCprovider.com/paan.
- **Phone:** Call 800-310-6826
- **Fax:** Fax your completed form to 866-940-7328
- Pharmacy Prior Authorization forms are available at UHCprovider.com > Menu > Health Plans by State – choose your state > Medicaid (Community Plan) > Pharmacy Resources and Physician Administered Drugs > Pharmacy Prior Authorization